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ABSTRACT

A report of the current state of librarianship in the Federal Republic of Germany (FRG) presents a brief history as well as an overview of the prerequisites of and organizations concerned with library research, and the objectives, methods, and results of intermediary but important research projects. Although the practice of library research is new in the FRG, its subfields now include: (1) organization of research, (2) the library and society, (3) the user and the library, (4) media and their acquisition, (5) classification and use, (6) library personnel, (7) library technical processes, (8) library organization, and (9) library planning. All of these are commented upon within the report. Subjects not addressed at this time include history of the book and the library, and library automation. The primary emphasis is on those projects devoted to administrative and socially empirical topics, especially those concerned with library organization and library usage. (RAA)

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LIBRARY RESEARCH IN THE FEDERAL REPUBLIC OF GERMANY

by

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The following report is to inform about the current state of research in the area of academic and research librarianship in the Federal Republic of Germany. The prerequisites and forms of organization of library research will be presented in a general overview, as well as the objectives, methods and results or intermediary results of important research projects. The emphasis of this report is on research projects with administrative and socially empirical topics, especially those concerning the organization of the library administration and the use of the library. Research concerning the history of the book and of libraries will not be treated, and the projects dealing with library technology and the incorporation of automated data processing in librarianship will also be deleted from consideration.

1. THE DEVELOPMENT AND SITUATION IN THE FEDERAL REPUBLIC OF GERMANY

In contrast to the situation in the Anglo-Saxon countries and to those in East Eurcpe, an operational and sociological orientation in library research with proportions worty of nots has developed in the Federal Republic of Germany only since the seventies. Decisive impetus for this orientation resulted from the regional library planning which began at the end of the sixties and especially from the colloquium entitled "Library Science" held in 1969 in Cologne.

In his article "Bibliothekswissenschaft und Bibliotheksforschung" (Library Science and Library Research), Sauppe reported on the development and state of library research up to the fall of 1975, and thus established the status of library research in the Federal Republic within the international context. Sauppe treated the scientific theoretical and social prerequisites for library research, the relationships between theory and proactice, as well as methodological problems, etc., and also listed a series of postulates on the institutuonalization, planning, and coordination of research activities, as well as on information about library research and its results.

In 1977, the Subcommittee for Library Research of the Library Section of the German Research Society presented a paper entitled "Recent Perspectives of Library Research" and suggested therein nine topical areas for future library research:

1. Organization of Research within the field of Library Science
2. The Library and Society
3. The User and the Library
4. The Media and Their Acquisition
5. Classification and Use
6. The Library Personnel
7. Incorporation and Development of Technical Aspects (office techniques and apparatus, automation, building, and library techniques and technology)
8. Organization
9. Library Planning

The points discussed here also determine the topics of discussion at a colloquium held in December 1978 which was jointly sponsored by the German Library Institute and the Group for Academic and Research Librarianship within the German Research Society and which concerned the furthering of library research in the Federal Republic of Germany. Among others, the following topics were discussed:

--the various possibilities for the support and modes of evaluation at the German Library Institute (DBI) and at the German Research Society (DFG);

--the possibilities of library research at the State Colleges for Librarianship (which as a rule are extremely limited by virtue of the high teaching responsibilities of the staff;

--the role of the library associations and societies as mediators for research results in library practice;

--possibilities of providing sonctinuous information concerning research within the country, as well as in other countries;

--the problems of attracting suitable co-workers to carry out research proposals to completion;

--the possibilities of improved methods for transposing the research results into practical application (among other ways, through increased publications activity, the formulation of more impressive recommendations which will convince even outsiders such as perhaps the representatives of the funding parties, as well as thesponsoring of further seminars and colloquia, etc.).

In consideration of the lack of library science research personnel and opportunities at institutions of higher education, the promotion of such projects takes on special significance. (The Chair for Library Science at the State College of Librarianship in the personal union of the current professorial Chair ofLibrary Science and the Director of the State College -- forms an exception. A second, more recently established Chair for Library Science at the University of Trier lacks the necessary infrastructure for research projects). Certainly, thepromotion of projects is often burdened by difficulties since research projects are sometimes conducted by beginning professionals who often leave the projects when they receive permanent professional positions in library science. The following three establishments are of special importance for the support and furthering of projects: The German Library Institute (DBI) in Berlin, the German Research Society (DFG) in Bonn-Bad Godesberg, and the Society for Information and Documentation (GID) in Frankfurt am Main.

2. DEUTSCHES BIBLIOTHEKSINSTITUT (DBI) -- THE GERMAN LIBRARY INSTITUTE

The responsibilities of the DBI have been set forth in the Federal Law of the 13th of January 1978 as follows:

-The Institute will research, develop, and impart library methods and techniques with the objective of analysis, development, standardization and the introduction of library systems and procedures. It will fulfill these tasks in close cooperation with library establishments and other establishments related to librarianship.

-Within the framework of its responsibilities, the Institute may assume financial sponsorship for separately-funded proposals. The results of these proposals, however, are to be made available in all realms of librarianship.

More specifically, the Institute's activities and responsibilities include (among others): collection, evaluation and analysis of German library statistics; the collection, evaluation and processing of information in librarianship; the development of automated data processing systems for supraregional taskd, such as bibliographic data banks; the analysis of structure design, and procedural organization; the development and information concerning issues surrounding cooperative cataloging and the incorporation of microforms; the development of concepts and methods for public service work in libraries, etc.

The DBI is funded jointly by the Federal Government and the State Governments according to the general agreement for the support of research activities in a relationship of 3:7. The impetus for library research projects come to the DBI through its commissions as well as through individual institutions and persons. The approval of the project proposals lies with its organs, while the decisions concerning the projects lies under the jurisdiction of the Federal Minister for Education and Scholarship. Corresponding to its set of objectives, the DBI promotes projects from all areas of librarianship.

3. DEUTSCHE FORSCHUNGSGEMEINSCHAFT (DFG) - GERMAN RESEARCH SOCIETY

In contrast to the DBI, the DFG promotes exclusively projects in the area of academic and research librarianship. The consultation for application occurs in the Subcommittee for Library Research of the Library Section and in the Library Committee itself, while the decision on the acceptance and support lies with the Main Committee of the DFG. Project support is usually granted for a maximum of two years, although extensions are usually granted upon justification. The results of the supported projects are presented before the Subcommittees and before a panel of experts; their publication follows under the sole responsibility of the official in charge of the project. The program of the DFG for the support of library research is concentrated on administrative-oriented projects and those concerning user research.

4. GESELLSCHAFT FUR INFORMATION UND DOCUMENTATION (GID) - SOCIETY FOR INFORMATION AND DOCUMENTATION

The GID fulfills foremostly interdisciplinary infrastructural functions in the areas of information, documentation, and communication for specific subject areas with the folloeing areas of emphasis: research and development, central technical services, consultation for informational centers, central informational services in the areas of information science and information application (operation of the GID-Information Center GID-IZ, information on EURONET and ODIN and on planned and currently operating research and development projects in the areas of information and documentation, the construction and operation of a central collection point for classification systems and thesauri), sipport and project funding of its own individual projects.

As a central research, development and advisory establishment, the GID forms the core of the proposed nation-wide information and documentation system based on the I&D-Program of the Federal Government.

5. A SURVEY OF THE INDIVIDUAL PROJECTS OF LIBRARY RESEARCH

5.1. A BUDGET MODEL FOR THE ACQUISITION OF BOOKS (2)

Even the most recent considerations for model budgets for book acquisitions are still based in part on the "Recommendations of the Scholarship Council" of 1964. These proceed from the calculation of the means necessary, based on the number of journals needed for a college or university library. Taking the expansion ratios of production and the rate of price increase into consideration, the product of the average price and number of journals proves to be a rather decisive part of the entire acquisition budget. According to values gained in experience, the relationship between the costs for journals to those for continuations and serials can be set at 2:1. The relationship of these continuous expenditures for journals, continuations and serials to the more floating sum for the purchase of monographs is then estimated at 7:4 for university libraries and at 8:4 for libraries of technical colleges, according to the expenditure statistics. The budget model for book acquisition of the Bibliotheksplan Baden-Wurttemberg (Library Plan for the State of Baden Wuerttemberg) in 1973, however, proceeds not from the appropriations for journals determined by the Scholarship Council, but rather from its conclusions for a budget for monographs. In this case, the values for the increase of production and the rate of price increase are updated and the projected needs are additionally guaranteed by counting the items listed in the National Bibliography. The combination of this traditional form of determination of the budget projections with the considerations of the additional amounts for duplicate copies as a result of the increase of the number of students and instructional personnel represents a new model in this area of budget proposals. This combination of the determination of the budget projections via the determination of the literature which is worthy of being acquired with the well-known procedure in the Anglo-Saxon countries, namely, the general projections-per-head, has alsofound its place in the corresponding paragraph of the Library Plan for 1973. The Library Plan of Baden Wuerttemberg also makes the attempt to justify the relationship of the acquisition budget of the central library to that of each of the decentral libraries within the university system.

In context of one of the DFG-supported Foundation Investigations on the Determination of Comparative Values under the direction of Elmar Mittler (University Library of Heidelberg), a working group under the direction of H.J.Hauser has prepared a secondary statistical analysis on the development of literature production and literature prices in foreign countries (which gives detailed information for the USA, Great Britain, Canasa, and France, and in more agglomerated form for the Democratic Republic of Germany, Austria, Switzerland, Belgium, Italy Spain, the Soviet Union, and Scandinavia). This was prepared using statistical material form Publisher's Weekly, Bowker Annual of Library and Book Trade Information, Library Journal, Library Association Record, Bibliographie de la France, UNESCO Statistical Year Book, and other sources. Through this analysis, the Scholarship Council took the rates of increase, brought them up to date and differentiated them, which resulted in a determination of a 5% growth in production and a 5% increase in price for each monograph and journal. The continuation of the gathering of data in an imperative desiderata; however, the fulfillment of this task has regrettably lacked an organization solution up to this point.

5.2 WORK PROCEDURE INVESTIGATIONS (3)

For this topic, only two comprehensive studies existed prior to this time. one of these treated the suggestions and materials of two recommendations which were published by the German Research Society under the title "Rationalization in Academic and Research Libraries" in 1970. The volume contained the 1965-66 evaluation of the business consultant Hermann von Kortzfleisch, as well as the consultation results of an exchange of experiences between librarians and professional organizers in administration (the so-called Mading-Gutachten-Mading Recommendation). Both evaluations treat conventional procedutal organization in all departments of an academic and research library withouth the implementation of automated data processing. With regard to the irrational organizational forms which still exist in German libraries, these studies have still not lost their validity up to the present.

Similarly, the project "Work Procedure Investigation and Determination of the Needed Personnel for the Processing of Books in Libraries in Institutions of Higher Education" was carried out with support from the DFG. An important objective of this study is to produce supportive materials for an economical design for work procedures in the area of book processing (hence, without consideration of the aspects of user service and administration). More specifically, this means, among other things, to develop a model for the minimizing of the time needed for the operational procedure; to work out suggestions for an economical division of work between the various groups of workers; to make possible comparisons between various operations through the development of a standard operational procedure; and to present statistical material for the quantitative and qualitative planning of the personnel needs. In this study, the following libraries were included: the University Library of Bonn, the University Library of Braunschweig (only partially), the University Library of Dusseldorf, the University Library of Freiburg, the University Library of Constance, the University Library of Mainz, the University Library of Marburg, the University Library of the Technical University in Munich, the University Library of Munster, the University Library of Regensburg, the University Library of Saarbrucken, and the University Library of Tubingen. Thereby, an attempt was made to have a balanced relationship between university libraries and the libraries of technical universities, as well as libraries with and without automated data processing.

The twenty-day inquiry in each of the individual libraries covered the following areas:

1. an inquiry into the structure of libraries
2. a concise description of the work procedure based on plans of working procedures
3. an inquiry into the structure of activity for the areas of research and academically-oriented reference services, acquisition, cataloging, classification and bibliographic description, technical book processing, end-checking and shelving, also under consideration of other various activities (education and training, discussions, substitutions) and other time portions (time allowed for distances travelled, time for private matters, etc.)
4. an inquiry into time amounts using the method of each participating worker writing down the exact amount of time necessary for each individual procedure within the complete process (the activities recorded here are quite detailed and concisely subdivided, but correspond to those obtained in the inquiry into the structure of activity (see above)

5. an evaluation of the processing orders or corresponding informational memoranda for the determination of the entire procedural time period for the job processing.

This investigation, led by R. Funk, offers for the first time, empirically-guaranteed data for the planning and checking of the work procedure organization in the areas of book processing on the basis of a comprehensive study. The publication contains also a proposed design for a library work procedure organization intended as stimulation and as an orientational tool. It also gives a detailed analysis of the weak placed exposed (multiple processing, incorporation of underqualified personnel, insufficient departmental composition, overlapping of responsibilities, discontinuities in the work processes, insufficient structuring of the work materials, etc.) and an instructive collection of sample forms. It is to be emphasized that the weak spots which were identified are for the most part, the same areas which Kortzfleisch had already criticized in 196_-66.

5.3 INVESTIGATIONS INTO THE REQUIRED PERSONNEL (4)

In the "Library Plan for Baden-Wuerttemberg", a model for the personnel requirements of the central libraries of universities had been developed which relies on the formula $P_S = \frac{V}{W \cdot L_S}$, whereby the P_S is the number of personnel, V is the sum of the procedural steps completed per year, W is the number of salaried weekly hours and L_S is the accomplishment which should be achieved. This formula is applied in the model for all areas for the appropriate work--in other words in all cases where the L_S can be quantified (in the work units for book processing, in the union catalog, the circulation, interlibrary loan, etc.) The size of L_S is achieved from a comparison of the university libraries in Freiburg, Saarbrucken, and Tubingen. Similarly, through operational comparisons for the individual work procedures, various jobs and degrees of responsibility for the different staff groups have been determined. The model, however, has only a narrow empirical basis (details need more precision, perhaps through "multi-moment-isolation of the individual work steps), yet despite these uncertainties, on the basis of its differentiation according to relatively numerous areas of activities and according to the various staff groups as well as with its orientation to standard values for achievement, it presents a practical beginning based on an analytical determination of the needed personnel for libraries which can also be utilized in practice.

A more analytical determination of the needed personnel is included in the already-mentioned investigation of the work procedure (see 5.2), which, in its methodology, relies on an investigation conducted with the support of the DFG on "Determination of Needed Personnel in Decentral Libraries". This study is based on random examples selected from thirty decentral libraries of various structure, size, and belonging to various subject areas of six institutions of higher education, and developed a series of standard values for time amounts spent for individual activities such as checking multiple copies, completion of ordering processes, letters regarding items not received and overdue notices, bibliographical determinations, the writing our of title cards, ets. For this study, the staff was to write down their work times and time amounts. The study suggests an easily calculable formula for the determination of the staff needed according to the basic structure $P = \frac{n \cdot t}{T}$ (P for Personnel, n for amount of work, t for the standard time value per unit of the total amount, T for the salaried yearly work period) -- which can be made more specific in individual cases.

Structurally, this formula is the same as that in the "Library Plan of the State of Baden-Wuerttemberg."

In context of the already-mentioned "Foundation Investigation for the Determination of Comparative Values" (see 5.1), the DFG supported a study for the determination of statistical data concerning the incorporation of personnel in academic and research libraries, which is supposed to revise the outdated facts of the recommendation of the Scholarship Council. At the core of the study is a questionnaire on the employment of personnel in the following areas of activity:

1. General Administration
2. Book Processing (bibliographical description, dissertations and exchange, catalogs, the bindery)
3. Union Catalogs
4. Use (storage, circulation, open stacks, reading areas, reference and information, interlibrary loan, bibliographical and class number marking services)
5. Technical Services (book bindery, restoration, photo-and duplication units)
6. Training, Continuing Education and Additional Education
7. Special Departments
8. Research and Academically-oriented Services

The questionnaire was filled out by fifty-four libraries and, in the meantime, the data has been recorded on computer cards. The completion of the evaluation work is expected withing this year, Such factors as the individual State, the type of library, size of the collection, comprehensiveness of automation, etc., will be taken into consideration during the evaluation. Of special interest is the question if, through this investigation with a broader data basis and wide-scale methods, the results of previous investigations are confirmed and modified.

5.4 COST ACCOUNTING[5]

According to the Kortzfleisch Recommendation (see 5.2), R. Funk has been the first to present an outline of the division of the various costs, a description of their value and the cost amounts, the formation of accounting centers, the distribution of types of costs according to the accounting centers, the fixing of the job and this work unit, the distribution of the costs for the financier, and finally, the meaning of the actual cost calculation for the economical administration of academic and research libraries. These results evolved from a single investigation of the University Library of the Technical University in Berlin exclusively. It is however to be stressed that, because of the impossibility to evaluate public institutions according to profit amounts, the operational comparison takes on an increased signifigance in decision-making--perhaps using indicators-- and that specifically those instruments needed for an operational comparison are only able to be gained from the process of cost accounting.

As Successor project to this investigation and to the investigation of the work procedure (see 5.2), an investigation sponsored by the DFG is being carried out at the present on the ability of cost comparison in libraries of institutions of higher education in which the university libraries in Kiel, Saarbrucken and Tubingen, as wall as the Univeristy Library of the Technical University of Munich are participating.

The project covers all areas of activities in the library and develops, in addition to the types of costs, the accounting centers, and the cost accounting to the financier, as well as suggestions for indicators (cost type indicators, such as the percentage of personnel costs within the entire operating costs, achievement indicators, such as the ratio of new acquisitions

processed, the amount of personnel needed for book processing, economical indicators, such as the costs of a reading room, the number of users of the reading room, as well as the turn-over rate and operational effectivity indicators.)

5.5 INVESTIGATIONS OF LIBRARY USE

Within the framework of the overview given here, the numerous inquiries concerning external library loan cannot be treated. For those, one must refer to the research reports listed in Note 1. In the following, therefore, only projects concerning user research, user education and public relations services will be presented.

5.5.1 PROJECT I FOR USER RESEARCH[6]

This project, supported by the DFG, has the objective to record current supraregional data for the fundamental areas of library use and thereby ascertain which type of data is significant for local, regional and supraregional levels, in addition, esperiences for more specialized investigations will be gathered and generally applicable investigation methods including evaluation procedures will be developed. In the investigation, the following libraries were included: The University Library of the Free University of Berlin, The City and University Library in Frankfurt, The State and University Library of Hamburg, The University Library and Technical Information Library in Hannover, The University Library of Karlsruhe, and the University Library of Tubingen. At each of these libraries, 1,000 users were questioned during 1973, the results of which were then used as random cross sectional studies from the entire body of registered users. The questionnaires were sent out to the users. In all libraries, students were polled, in Frankfurt and Hamburg, membersof the faculty were also included.

The questionnaire consisted of a total of 180 questions, for the distribution, split versions with each 80 questions were necessary. The questionnaire consisted of a core questionnaire for the points of reference which supplied the demographical and socio-economical user data and a questionnaire page for the indivual library areas. The project was conducted in conjunction with the marketing research institute INFRATEST.

The concluding report which in the meantime has been submitted, is divided into the following sections:

1. description of the method
2. introduction to library use, user education, and user behavior
3. the use of libraries within and outside of the institutions of higher education
4. the information behavior of the user under special consideration of the catalogs
5. local circulation and interlibrary loan
6. use of the reading rooms in university libraries
7. collections of textbooks, as well as a comprehensive interpretation of the results and an appendix giving the social and demographic particularities of the user groups and a copy of the entire questionnaire.

From the numerous results, at least the following should be mentioned: Shown to be most significantly valid, supraregional factors of influence for user behavior were the subject-orientation of the userm the semester level, and the location of the college/university. Behind all these factors, all other supposed factors of influence--such as for instance, sex, income level, education of parents, etc. receded. Locationally specific factors play an especially strong role in determining the time point of the initial use of the university library,

while the impetus of use of the decentralized library is most often a factor of the subject orientation of the user. The students of humanities, economics, social sciences and law use the decentral libraries especially frequently. In an overall evaluation of the university libraries, several individual critical points were stated: the lack of possibilities for group work, over-crowded work rooms, the lack of individual carrels or single work spaces, and the lack of refreshment offerings. Concerning the use of the textbook collection, the largest signifigant factors were recognized as the special arrangement, the quality and comprehensiveness of the collection. In the initial use of the textbook collection, subject-oriented differences were very clearly seen: more than fifty percent of the students of engineering, natural and economical sciences, as well as those studying pedagogics, used the textbook collection already in the first semester of study, whereas only approximately one third of the students of the humanities and law used the collection during their first semester of study. The main author catalog and the circulation of the closed stacks showed most prominent use by students of the humanities, whereas the use of the subject catalog--which was in general used much less frequently-- showed that subject-oriented differences of the users played a less signifigant role.

H. Meister and J. Weiss have, in the meantime, incorporated the data from three of the libraries polled (The University Library and Technical Information Library in Hannover, the University Library in Karlsruhe and the University Library in Tubingen) into a secondary analysis. Weiss investigated determinants of user behavior, for instance, the influence of variables such as the frequency of use on general user behavior, as well as the use of individual areas, such as the circulation desk, the reading areas, catalogs, the textbook collection. Meister analysed the subject-oriented deviations of the information and orientation behavior of the students of social sciences, natural sciences, and engineering sciences.

5.5.2. PROJECT II OF USER RESEARCH[7]

This project, which is supported by the DFG and is under the direction of J. Stoltzenburg (University Library of Constance), should determine the prerequisites for improved and full exploitation of library information tools (catalogs, bibliographies, open stacks). For this, the following questions (among others) had to clarified: which informational tools have signifigance for which user groups; at what point in the working situation does the user turn to the informational tools; what prior knowledge or acquaintance does the user have before using these materials; which opinions or prejudices does he have against the various tools; which search strategies does the user employ; in which sequence does he use the instruments.

The investigation was conducted at six libraries (The University Library of Braunschweig, the City and University Library of Frankfurt am Main, The State and University Library of Gottingen, the University Library of Constance, The State Library in Munich, and the University Library of Regensburg). The libraries in Constance and Regensburg are special cases, because a question concerning the relationship of the catalog and the open stacks research was also included.

The investigation took place in two phases. In the first descriptive phase, which served to provide a weighted random selection for the second phase and also a quantitative basis for the qualitative second phase, 8000 cases of use were observed during 1974 without the users' knowledge of the observation to determine the user's behavior with respect to the informational tools. In the second phase, which provided the necessary data to serve as explanation of the patterns of information searching which were observed in the first phase, a total of 2,000 users, divided according to a structured random selection for the groups defined in the first phase of the observation, were investigated through a combination of interview, questionnaire methods and open observation with a written record of the steps taken.

The major section of the completed project report treated, among other things; the awareness of the libraries' offerings by the observed user, the research strategies observed (search problems and search strategies, determinants of the search, the time and effort needed for the search and the search results), searches using the author catalog (use of the author catalog, prior information in the case of title searches using the author catalog, the search strategies used, the results of the search, subject area searches using the author catalog, etc.), and the research of the open stacks and browsing.

In general, it could be concluded that the informational offering of the library functioned purely as a helping tool for previously more or less precisely known literature sources (even if this included incomplete references, such as those from course work, ets.). The user's effort to independently orient himself to the divisions of scientific literature through specific work with the informational tools of the library is rather untypical--even at those libraries where the library structure-- for instance through comprehensive opportunities available via the open stacks-- provides a variety of such possibilities.

5.5.3 LIBRARY USE BY FOREIGN GUEST RESEARCHERS (8)

On commission of the Alexander von Humboldt-Foundation, M. Pilz conducting a polling of foreign guest researchers in 1977 concerning their use of the libraries. The results compiled in a short, very readable report. The most important results: "a special satisfaction among the guest researchers for the building(construction and furnishing), the collection especially with regard to German books and journals, the provision of multiple copies, the author catalog, as well as the performance of the library staff. The foreign scientists showed somewhat less satisfaction in their judgement of the provision of foreign literature and textbooks, the reference and information services, as well as the circulation of open stacks materials. The provision of other types of materials, the subject catalog, as well as the circulation and interlibrary loan were evaluated quite critically. Among the various types of libraries, the 'other' libraries foremostly those of the Max Planck Institutes, were clearly given a position of preference over the institute and central university libraries."

5.5.4. PATTERNS OF INITIAL RETRIEVAL ATTEMPTS USING THE SUBJECT CATALOGS (9)

In October 1978, G. Baron conducted a preliminary study supported by the DBI on the topic "Patterns of Initial Retrieval Attempts of Users in Referral to the Subject Catalog" using the key word catalog of the University Library of the Free University of Berlin. The preliminary study provides information in a trial inquiry concerning the criteria and methods which can provide a detailed picture of the patterns of initial retrieval attempts of users in their referral to the subject catalog. In this study, the user groups (Student, semester level, assistants, college instructors, school pupils), the immediate purpose of the literature search (seminar paper, report, thesis, general study, professional work) as well as the typr of literature (Subject area, year of publication, German or foreign language, introductory literature/special literature) etc. were analysed more in detail.

5.5.5. REFERENCE SERVICES IN ACADEMIC AND RESEARCH LIBRARIES (10)

Since 1979, this author has received funding from the DBI for a project on "Reference Services in Universal Academic and Research Libraries" which should investigate the current status of the reference activities in universal

academic and research libraries of various types and especially provide particulars on the comprehensiveness and structure of the requests directed to library informational services, as well as on the manner in which the libraries respond to these requests with respect to their staff and organization. On the basis of a study conducted by O. Hofer, recommendations for the optimal design of reference services could be developed.

The investigation covers especially the following areas:

1. The organization of the information and reference services
   - Localization (central information place or decentral relegation to various places, such as the author catalog, the subject catalog, bibliographic shelves, reading room).
   - Personnel available (certified librarians, subject specialists)
   - Tasks of the reference staff (for example, are they only there for reference questions or do they also have other responsibilities, such as marking call numbers on books, bibliographical tasks, or operating a machine)
   - Equipping the reference area (reference tools, technical assistance instruments, such as intercom, etc.)
2. The requests of the reference service
   - User profile (students according to the subject and semester, instructors, users outside the university body)
   - Structure of the questions according to the following roster:
     a) Topic
        - technical questions (Spacial orientation, opening times, etc.)
        - questions concerning library use (circulation regulations, catalog use, interlibrary loan, etc.)
        - bibliographical and search-oriented questions
     b) Purpose of the request for information (thesis work, report, etc.)
     c) Type of questioning (oral in presence, written, telephone)
3. The success of the treatment of the request (successful, further referral, unsuccessful)
4. Points for the development of methods for the description and judgment of a reference interview.

Within the complex "Organization of the reference service", an inquiry using questionnaires was conducted. The data for the complex "Request of the reference service" were gathered using questionnaires, which allowed for a short written report of the request and its processing.

The following libraries cooperated in the project: The University Library of Augsburg, the University Library of the Free University of Berlin, the University Library of the Technical University of Braunschweig, the Hessian State and University Library in Darmstadt, the University Library of Dortmund, the Comprehensive College Library in Essen, the City and University Library in Frankfurt am Main, the Lower Saxony State and University Library of Gottingen, the State and University Library of Hamburg, the University Library of the Technical University of Hannover, the University Library of Heidelberg, the University Library of Constance, the Wuerttemberg State Library in Stuttgart. The project report will be published in 1981.

5.5.6 USER EDUCATION

The DFG also supported a project entitled "Grundlagenuntersuchung zur Schulung studentischer Bibliotheksbenutzer" ("Fundamental Investigation for the Education of Students as Library Users") in 1977-78 which was conducted under the direction of Eberhard Sauppe and carried out under the auspices of the University Library and Technical Information Library in Hannover.

This "fundamental investigation" set as its objectives:

--- to clarify the state of knowledge within the international context,

--- to determine the didactic requirements for user education,

--- to analyze the current user education programs in practice,

--- to develop suggestions for future expansion of user education in college and university libraries, especially with respoect to the development of model programs which are universally applicable or at least adaptable.

The investigation was divided by virtue of the procedures involved into the following parts:

--- working through the relevant subject literature--which is especially comprehensive in Anglo-Saxon librarianship,

--- an inquiry into the current status of user education in the academic and research libraries of the Federal Republic of Germany (the university libraries, libraries of technical colleges and universities-- including as case may be, the institute and departmental libraries, libraries of separate State Teachers' Colleges, regional libraries, special libraries). This will be done on the basis of a questionnaire.

--- observation and detailed analysis (among other things) through the sponsors of user education programs and the user of such programs at approximately 15 libraries in the Federal Republic of Germany with the placement of emphasis on the incorporation of AV-media for user education. Included in this analysis is also the user education program at the Library of the Technical College in Goteborg. More remotely, a series of slide-tape programs of the English SCONUL program was studies.

In addition to these works, the didactic connections of user education were determined, especially with respect to the question as to how much the university and college didactic and pedagogical atmosphere could help provide stimulus for user education.

In the framework of this project, a three level conceptualization of user education was developed which should give a framework for future designs of user education programs. According to this, the beginning student at the first level is oriented to the library and its most important services. At the second level, the students are instructed in the more qualified library use for specific subject areas. At the third level, the education of examination candidates (certification, doctoral students, etc.) and research scientists concentrates on more specialized literature and information retrieval.

Upon application of the City and Univeristy Library in Frankfurt am Main, the DFG has agreed to conduct a model program for user education of initial users of college libraries. Within the context of this project, which should be completed in spring of 1981, are among other aspects, AV-productions (slide-tape programs) used for general introduction and for the use of the author catalog and subject catalogs, as well as the description of accompanying written materials and orientation indicators in support of AB-productions.

Great Emphasis is given to the development of a standardized screen system and a detailed documentation of all steps involved in the development of a well-defined concept in order to make possible further application of many elemental parts of this concept in successive programs. Because of the necessary professional level, a marketing firm well-acquainted with sales promotion techniques will take part in the development and production of the project.

5.6. PUBLIC RELATIONS WORK

At the present time, a "Modell lokaler Offentlichkeitsarbeit wissenschaftlicher Bibliotheken" ("Model of local public relations work at academic and research libraries") is being developed at the Hessian State and University Library in Darmstadt under the supervision of Yorck Haase and funded by the DBI. This project covers the following areas: Press work, exhibitions and special events, graphic and other information materials produced by the individual library, general user advertisement through intensified contact to the university, technical college, community college and night school, elementary schools and the general public, information concerning the funding parties, etc. The project results should provide the staff of academic and research libraries the necessary practical assistance to systematically develop and/or expand the public relations work in their libraries.

5.7. RESEARCH ON THE LIBRARY PROFESSIONAL

The very few investigations on this topic treat-- with one exception-- the "hoheren Bibliotheksdienst" (level of the university graduate with librarian training as a subject specialist). This may in part be explained by the fact that for this level, statistical materials for evaluation are easily drawn from the Jahrbuch der Deutschen Bibliotheken ("Yearbook of German Libraries"). The comprehensive investigation by Heidtmann, which has revealed a wealth of extremely interesting insights, has not yet found a continuation, although there is a pressing need for similar empirical research concerning the professional realm of the certified librarian.

Concerning issues of the administrative staff in libraries, several program formulations have already been presented as research. This may, however, also have its reason in the lack of sociological investigations concerning the professional area of these specific library personnel, which do not belong to the "hoheren Dienst" (level of the subject specialist).

SUBJECT CLASSIFICATION

To a great degree, the research activities of the last years lie in the area of subject classification in libraries-- on the one hand in connection with the development of shelving schemes for open stacks in newly-established college and university libraries, on the other hand through the discussion concerning the unified classification system. The corresponding contributions of this research could not, however, be treated in the context of this report; the reader is referred to the article by Gisela Heinrich which gives an especially comprehensive overview of this research.